Enterprise Incident Report March 2012

As of 4/2/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Public Safety	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	8 1	1 0	9 1
	Capitol Desktop Support	Michael Hussey	0 0	1 0	0 0	1 0
		Paul Ross	0 0	2 2	0 0	2 2
		Tom Hanson	0 0	28 22	0 0	28 22
		Assigned to Individual Total	0 0	31 24	0 0	31 24
	Capitol Hosting	Conn Peterson	2 0	0 0	0 0	2 0

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Curtis Parker	1 0	2 0	0 0	3 0
		Mike Tyrrell	2 0	1 0	0 0	3 0
		Patrick Funk	1 0	0 0	0 0	1 0
		Assigned to Individual Total	6 0	3 0	0 0	9 0
	Help Desk	Brenda Treadway	0 0	1 1	0 0	1 1
		James Stearns	0 0	2 2	0 0	2 2
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Mainframe Systems Support	Greg Shoop	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Metro A Help Desk	Cindy Schroeder	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Cindy Romrell	0 0	230 229	0 0	230 229

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C Help Desk	Torrens Arnold	0 0	89 86	0 0	89 86
		Assigned to Individual Total	0 0	320 315	0 0	320 315
	Metro C Hosting	Scott Gabbert	3 0	1 0	0 0	4 0
		Assigned to Individual Total	3 0	1 0	0 0	4 0
	Metro C West Desktop Support	Bill Hall	0 0	71 43	0 0	71 43
		Brian Bobo	0 0	6 5	0 0	6 5
		Jared B Jensen	0 0	17 17	0 0	17 17
		Tyson Wall	0 0	38 38	0 0	38 38
		Assigned to Individual Total	0 0	132 103	0 0	132 103
	Network Operations	Brian Chatwin	0 0	3 3	0 0	3 3
		J. L. Flack	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	6 6	0 0	6 6
	Rural Central Desktop Support	Gerald Adams	0 0	17 10	0 0	17 10
		Jay Barfuss	0 0	1 1	0 0	1 1

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 2	0 0	2 2
		Randy Graham	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	23 15	0 0	23 15
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Salt Lake Data Center Operations	Gerard Russell	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Strategic Communications	Dennis Rogers	0 0	4 0	0 0	4 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice Operations	Gail Christiansen	1 0	2 0	0 0	3 0
		Julie Sabato	2 0	3 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	3 0	12 0	0 0	15 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Wireless Services	Michael Bright	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		12 0	564 474	2 0	578 474
Customer Company Total			12 0	564 474	2 0	578 474

Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Initial Response			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MIR Total**
Public Safety	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	8 2	1 0	9 2
	Capitol Desktop Support	Michael Hussey	0 0	1 0	0 0	1 0
		Paul Ross	0 0	2 1	0 0	2 1
		Tom Hanson	0 0	28 0	0 0	28 0
		Assigned to Individual Total	0 0	31 1	0 0	31 1
	Capitol Hosting	Conn Peterson	2 0	0 0	0 0	2 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Curtis Parker	1 1	2 0	0 0	3 1
		Mike Tyrrell	2 0	1 0	0 0	3 0
		Patrick Funk	1 0	0 0	0 0	1 0
		Assigned to Individual Total	6 1	3 0	0 0	9 1
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Mainframe Systems Support	Greg Shoop	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro A Help Desk	Cindy Schroeder	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Cindy Romrell	0 0	230 1	0 0	230 1

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C Help Desk	Torrens Arnold	0 0	89 1	0 0	89 1
		Assigned to Individual Total	0 0	320 2	0 0	320 2
	Metro C Hosting	Scott Gabbert	3 0	1 0	0 0	4 0
		Assigned to Individual Total	3 0	1 0	0 0	4 0
	Metro C West Desktop Support	Bill Hall	0 0	71 0	0 0	71 0
		Brian Bobo	0 0	6 0	0 0	6 0
		Jared B Jensen	0 0	17 0	0 0	17 0
		Tyson Wall	0 0	38 0	0 0	38 0
		Assigned to Individual Total	0 0	132 0	0 0	132 0
	Network Operations	Brian Chatwin	0 0	3 0	0 0	3 0
		J. L. Flack	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural Central Desktop Support	Gerald Adams	0 0	17 0	0 0	17 0
		Jay Barfuss	0 0	1 0	0 0	1 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Randy Graham	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 1	0 0	1 1
		Doug Thornton	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Salt Lake Data Center Operations	Gerard Russell	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	4 0	0 0	4 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice Operations	Gail Christiansen	1 0	2 0	0 0	3 0
		Julie Sabato	2 0	3 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	3 0	12 0	0 0	15 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Wireless Services	Michael Bright	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		12 1	564 7	2 0	578 8
Customer Company Total			12 1	564 7	2 0	578 8

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Services	Bart Purser	0 0.00	1 0.98	0 0.00	1 0.98
		Danielle Hood	0 0.00	1 2.24	0 0.00	1 2.24
		Dustin Crump	0 0.00	3 0.58	0 0.00	3 0.58
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Lundell	0 0.00	2 0.45	1 0.10	3 0.34
		Assigned to Individual Total	0 0.00	8 0.73	1 0.10	9 0.66
	Capitol Desktop Support	Michael Hussey	0 0.00	1 0.31	0 0.00	1 0.31
		Paul Ross	0 0.00	2 1.56	0 0.00	2 1.56
		Tom Hanson	0 0.00	28 0.16	0 0.00	28 0.16
		Assigned to Individual Total	0 0.00	31 0.26	0 0.00	31 0.26
	Capitol Hosting	Conn Peterson	2 0.48	0 0.00	0 0.00	2 0.48

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Hosting	Curtis Parker	1 3.21	2 0.50	0 0.00	3 1.40
		Mike Tyrrell	2 0.08	1 0.64	0 0.00	3 0.27
		Patrick Funk	1 0.10	0 0.00	0 0.00	1 0.10
		Assigned to Individual Total	6 0.74	3 0.55	0 0.00	9 0.67
	Help Desk	Brenda Treadway	0 0.00	1 0.22	0 0.00	1 0.22
		James Stearns	0 0.00	2 0.05	0 0.00	2 0.05
		Sarah Johnson	0 0.00	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	0 0.00	4 0.09	0 0.00	4 0.09
	Mainframe Systems Support	Greg Shoop	0 0.00	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	0 0.00	2 0.33	0 0.00	2 0.33
	Metro A Help Desk	Cindy Schroeder	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	0 0.00	1 0.14	0 0.00	1 0.14
		Cindy Romrell	0 0.00	230 0.01	0 0.00	230 0.01

Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C Help Desk	Torrens Arnold	0 0.00	89 0.08	0 0.00	89 0.08
		Assigned to Individual Total	0 0.00	320 0.03	0 0.00	320 0.03
	Metro C Hosting	Scott Gabbert	3 0.08	1 0.03	0 0.00	4 0.07
		Assigned to Individual Total	3 0.08	1 0.03	0 0.00	4 0.07
	Metro C West Desktop Support	Bill Hall	0 0.00	71 0.00	0 0.00	71 0.00
		Brian Bobo	0 0.00	6 0.00	0 0.00	6 0.00
		Jared B Jensen	0 0.00	17 0.09	0 0.00	17 0.09
		Tyson Wall	0 0.00	38 0.00	0 0.00	38 0.00
		Assigned to Individual Total	0 0.00	132 0.01	0 0.00	132 0.01
	Network Operations	Brian Chatwin	0 0.00	3 0.00	0 0.00	3 0.00
		J. L. Flack	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	17 0.00	0 0.00	17 0.00
		Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	23 0.00	0 0.00	23 0.00
	Rural North Desktop Support	Dane Smith	0 0.00	1 0.00	0 0.00	1 0.00
		Ryan Casey	0 0.00	4 0.12	0 0.00	4 0.12
		Assigned to Individual Total	0 0.00	5 0.09	0 0.00	5 0.09
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 2.58	0 0.00	1 2.58
		Doug Thornton	0 0.00	1 0.25	0 0.00	1 0.25
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.94	0 0.00	3 0.94
	Salt Lake Data Center Operations	Gerard Russell	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Dennis Rogers	0 0.00	4 0.66	0 0.00	4 0.66

Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Strategic Communications	Luis Larios	0 0.00	3 0.26	0 0.00	3 0.26
		Assigned to Individual Total	0 0.00	7 0.49	0 0.00	7 0.49
	Voice Operations	Gail Christiansen	1 0.23	2 0.12	0 0.00	3 0.16
		Julie Sabato	2 0.00	3 0.11	0 0.00	5 0.07
		Romanza Hamblin Sorensen	0 0.00	7 0.24	0 0.00	7 0.24
		Assigned to Individual Total	3 0.08	12 0.19	0 0.00	15 0.17
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.44	0 0.00	2 0.44
		Mike Johnson	0 0.00	1 0.19	0 0.00	1 0.19
		Spencer Blodgett	0 0.00	1 1.95	0 0.00	1 1.95
		Assigned to Individual Total	0 0.00	4 0.75	0 0.00	4 0.75
	Wireless Services	Michael Bright	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Assigned Group Total		12 0.41	564 0.07	2 0.05	578 0.08
Customer Company Total			12 0.41	564 0.07	2 0.05	578 0.08

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	8 1	1 0	9 1
	Capitol Desktop Support	Michael Hussey	0 0	1 0	0 0	1 0
		Paul Ross	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	28 2	0 0	28 2
		Assigned to Individual Total	0 0	31 2	0 0	31 2
	Capitol Hosting	Conn Peterson	2 0	0 0	0 0	2 0

Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Curtis Parker	1 1	2 1	0 0	3 2
		Mike Tyrrell	2 0	1 0	0 0	3 0
		Patrick Funk	1 0	0 0	0 0	1 0
		Assigned to Individual Total	6 1	3 1	0 0	9 2
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Mainframe Systems Support	Greg Shoop	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro A Help Desk	Cindy Schroeder	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Cindy Romrell	0 0	230 1	0 0	230 1

Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C Help Desk	Torrens Arnold	0 0	89 2	0 0	89 2
		Assigned to Individual Total	0 0	320 3	0 0	320 3
	Metro C Hosting	Scott Gabbert	3 0	1 0	0 0	4 0
		Assigned to Individual Total	3 0	1 0	0 0	4 0
	Metro C West Desktop Support	Bill Hall	0 0	71 1	0 0	71 1
		Brian Bobo	0 0	6 0	0 0	6 0
		Jared B Jensen	0 0	17 0	0 0	17 0
		Tyson Wall	0 0	38 1	0 0	38 1
		Assigned to Individual Total	0 0	132 2	0 0	132 2
	Network Operations	Brian Chatwin	0 0	3 0	0 0	3 0
		J. L. Flack	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural Central Desktop Support	Gerald Adams	0 0	17 1	0 0	17 1
		Jay Barfuss	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Public Safety	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Randy Graham	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	23 1	0 0	23 1
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Salt Lake Data Center Operations	Gerard Russell	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	4 1	0 0	4 1

Public Safety

			High	Low	Medium	MR Total
Public Safety	Strategic Communications	Luis Larios	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Voice Operations	Gail Christiansen	1 0	2 0	0 0	3 0
		Julie Sabato	2 0	3 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	3 0	12 0	0 0	15 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Wireless Services	Michael Bright	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		12 1	564 12	2 0	578 13
Customer Company Total			12 1	564 12	2 0	578 13

Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents Bottom Number - Average time in hours			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**ATTR Total**
Public Safety	Application Services	Bart Purser	0 0.00	1 5.72	0 0.00	1 5.72
		Danielle Hood	0 0.00	1 7.13	0 0.00	1 7.13
		Dustin Crump	0 0.00	3 0.64	0 0.00	3 0.64
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Lundell	0 0.00	2 1.42	1 2.08	3 1.64
		Assigned to Individual Total	0 0.00	8 2.20	1 2.08	9 2.19
	Capitol Desktop Support	Michael Hussey	0 0.00	1 0.31	0 0.00	1 0.31
		Paul Ross	0 0.00	2 2.96	0 0.00	2 2.96
		Tom Hanson	0 0.00	28 2.52	0 0.00	28 2.52
		Assigned to Individual Total	0 0.00	31 2.48	0 0.00	31 2.48
	Capitol Hosting	Conn Peterson	2 1.37	0 0.00	0 0.00	2 1.37

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Hosting	Curtis Parker	1 11.51	2 10.99	0 0.00	3 11.17
		Mike Tyrrell	2 0.98	1 0.64	0 0.00	3 0.87
		Patrick Funk	1 0.85	0 0.00	0 0.00	1 0.85
		Assigned to Individual Total	6 2.84	3 7.54	0 0.00	9 4.41
	Help Desk	Brenda Treadway	0 0.00	1 0.22	0 0.00	1 0.22
		James Stearns	0 0.00	2 0.05	0 0.00	2 0.05
		Sarah Johnson	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	4 0.15	0 0.00	4 0.15
	Mainframe Systems Support	Greg Shoop	0 0.00	2 0.99	0 0.00	2 0.99
		Assigned to Individual Total	0 0.00	2 0.99	0 0.00	2 0.99
	Metro A Help Desk	Cindy Schroeder	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	0 0.00	1 0.14	0 0.00	1 0.14
		Cindy Romrell	0 0.00	230 0.04	0 0.00	230 0.04

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C Help Desk	Torrens Arnold	0 0.00	89 0.23	0 0.00	89 0.23
		Assigned to Individual Total	0 0.00	320 0.10	0 0.00	320 0.10
	Metro C Hosting	Scott Gabbert	3 1.48	1 0.13	0 0.00	4 0.80
		Assigned to Individual Total	3 1.48	1 0.13	0 0.00	4 0.80
	Metro C West Desktop Support	Bill Hall	0 0.00	71 1.21	0 0.00	71 1.21
		Brian Bobo	0 0.00	6 0.00	0 0.00	6 0.00
		Jared B Jensen	0 0.00	17 0.16	0 0.00	17 0.16
		Tyson Wall	0 0.00	38 0.39	0 0.00	38 0.39
		Assigned to Individual Total	0 0.00	132 0.78	0 0.00	132 0.78
	Network Operations	Brian Chatwin	0 0.00	3 0.00	0 0.00	3 0.00
		J. L. Flack	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	17 3.01	0 0.00	17 3.01
		Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.46	0 0.00	1 0.46
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	23 2.25	0 0.00	23 2.25
	Rural North Desktop Support	Dane Smith	0 0.00	1 0.02	0 0.00	1 0.02
		Ryan Casey	0 0.00	4 0.12	0 0.00	4 0.12
		Assigned to Individual Total	0 0.00	5 0.10	0 0.00	5 0.10
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 2.58	0 0.00	1 2.58
		Doug Thornton	0 0.00	1 0.25	0 0.00	1 0.25
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.94	0 0.00	3 0.94
	Salt Lake Data Center Operations	Gerard Russell	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Dennis Rogers	0 0.00	4 5.71	0 0.00	4 5.71

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Strategic Communications	Luis Larios	0 0.00	3 11.94	0 0.00	3 11.94
		Assigned to Individual Total	**0 0.00**	**7 8.38**	**0 0.00**	**7 8.38**
	Voice Operations	Gail Christiansen	1 0.23	2 0.12	0 0.00	3 0.16
		Julie Sabato	2 1.19	3 0.93	0 0.00	5 1.03
		Romanza Hamblin Sorensen	0 0.00	7 0.45	0 0.00	7 0.45
		Assigned to Individual Total	**3 0.87**	**12 0.51**	**0 0.00**	**15 0.59**
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.44	0 0.00	2 0.44
		Mike Johnson	0 0.00	1 1.45	0 0.00	1 1.45
		Spencer Blodgett	0 0.00	1 1.95	0 0.00	1 1.95
		Assigned to Individual Total	**0 0.00**	**4 1.07**	**0 0.00**	**4 1.07**
	Wireless Services	Michael Bright	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	**0 0.00**	**0 0.00**	**1 0.00**	**1 0.00**
	Assigned Group Total		**12 2.11**	**564 0.67**	**2 1.04**	**578 0.70**
Customer Company Total			**12 2.11**	**564 0.67**	**2 1.04**	**578 0.70**

Public Safety

Detail

INC000000455521	Guy Webster	PC/Laptop	Hardware	None		TIR Missed: Yes	2.58
	Rural South Desktop Support	Cheri Oldham	Public Safety	Low	Closed	TTR Missed: No	2.58
INC000000466509	Teri Carter	Telecom	Call Management	Telephone		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.51
INC000000468767	Amisha Lester	Application	None	Gmail		TIR Missed: Yes	2.24
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: Yes	7.13
INC000000470465	Chris Fielding	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.61
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	1.07
INC000000470673	Grant Hyland	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470686	Lauralee Blue	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470696	Lillian Parr	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470724	Nohemi Torres	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470771	Bill Swearingen	Application	Password	Content Manager - Centralized	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470778	Kathy Facer	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470857	Marjean Hansen	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470902	Michelle Hunt	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000470931	Carol Bagshaw	None	None	None		TIR Missed: Yes	6.30
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: Yes	6.30
INC000000470997	Marc Atkinson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.34
INC000000471070	Todd Royce	None	None	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471099	Brad Bartholomew	Telecom	Call/Receive	None		TIR Missed: No	0.19
	Voice/Data/WAN Services	Mike Johnson	Public Safety	Low	Closed	TTR Missed: No	1.45

Public Safety

Incident	Person	Category	Type	Detail	TIR/TTR Missed	Value
INC000000471105	Nolan Mitchell	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471143	Debra Holmquist	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471144	Denise Spillman	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.31
	Capitol Desktop Support	Michael Hussey	Public Safety	Low	Closed	TTR Missed: No	0.31
INC000000471169	Michelle Hunt	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471180	Randy Cooper	PC/Laptop	Performance	None	TIR Missed: Yes	2.42
	Capitol Desktop Support	Paul Ross	Public Safety	Low	Closed	TTR Missed: No	2.42
INC000000471203	Michelle Hunt	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471247	Debbie Clark	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471382	Michelle Hunt	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471407	Scott Pugmire	Application	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000471415	Michelle Hunt	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471495	Kyle Ball	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.58
INC000000471501	Vickie Johnson	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471528	Staci Parry	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471575	Debbie Haskin	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000471646	Jeff Arbon	Application	Password	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
INC000000471684	Nathan Croft	Application	Error	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.75
INC000000471707	Bruce Call	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000471751	Chris Barber	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000471764	Diane Norton	Network	Password	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000471785	Kurt Tracy	Application	Error	None		TIR Missed: No		0.46
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No		0.80
INC000000471837	Lynne Criddle	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000471983	Della Estrada	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ryan Casey	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000471985	Della Estrada	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ryan Casey	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472009	Kimberly Giles	Application	None	Microsoft Excel		TIR Missed: No		0.09
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No		3.93
INC000000472085	Hoby Metz	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472089	Misty Witkamp	None	None	Utah Criminal Justice Informatio		TIR Missed: No		0.10
	Capitol Hosting	Patrick Funk	Public Safety	High	Closed	TTR Missed: No		0.85
INC000000472095	Denise Spillman	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No		0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No		1.78
INC000000472096	Sterling Clark	Application	Reporting	FATPOT		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472159	Lynn Schultz	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472166	Terry Woodward	Network	Incident	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		2.65
INC000000472175	Jaye Larrabee	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472177	Sandra Mcmann	Application	Password	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472208	Lynn Schultz	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472227	Stephen Bevan	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00

Public Safety

INC000000472236	Marge Dalton	Telecom	Coverage Path	Telephone		TIR Missed: No	0.07
	Voice Operations	Julie Sabato	Public Safety	Low	Closed	TTR Missed: No	1.92
INC000000472329	Rhonda Treptow	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472334	Sandra Pratt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472348	Rhonda Treptow	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472392	Kris Hamlet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	4.92
INC000000472406	Helen Knipe	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472439	Marc Difrancesco	Network	Error	None		TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.87
INC000000472509	Jaye Larrabee	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472512	Rey Thompson	None	None	None		TIR Missed: No	0.22
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000472536	Jaye Larrabee	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472576	Raymond Thomson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472591	Sandra Mcmann	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472602	Kaycie Deem	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472604	Suzanne Clingman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000472741	Matt Miller	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.44
INC000000472779	Randy Cooper	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.70
	Capitol Desktop Support	Paul Ross	Public Safety	Low	Closed	TTR Missed: No	3.50
INC000000472843	Nathan Croft	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.72

Public Safety

INC000000472907	Vu Bowers	Application	Reporting	FATPOT		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		1.00
INC000000472926	Matt Garvey	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No		0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No		1.62
INC000000472930	Kim Passey	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000472984	Tony Wilde	None	None	None		TIR Missed: No		0.11
	Application Services	Paul Lundell	Public Safety	Low	Closed	TTR Missed: No		0.47
INC000000473009	Linda Petty	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473012	Todd Gold	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473014	Alexa Adams	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473016	Chris Brunson	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473136	Ralph Earl	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473153	Roger Jensen	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473166	Matt Miller	PC/Laptop	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: Yes		6.02
INC000000473188	Jeffery Breinholt	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473226	Dale Nielson	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473235	Georgia Difrancesco	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473253	Lenna Reed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473278	Kristy Rigby	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000473291	Darren Larsen	Application	Password	Content Manager		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00

Public Safety

INC000000473310	Susan M Thomas	None	None	None		TIR Missed: No	0.10
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: No	1.56
INC000000473337	Troy Mills	Application	Password	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.03
INC000000473419	Marge Dalton	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000473560	Shawn Judd	None	None	None		TIR Missed: No	0.00
Metro C Hosting	Scott Gabbert	Public Safety	High	Closed		TTR Missed: No	
INC000000473560	Shawn Judd	None	None	None		TIR Missed: No	0.00
Metro C Hosting	Scott Gabbert	Public Safety	High	Closed		TTR Missed: No	
INC000000473578	Marilyn Watson	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000473671	Keith Squires	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000473813	Nadine Taylor	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: No	0.26
INC000000473820	Nolan Mitchell	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000473961	Bill Parkin	None	None	None		TIR Missed: No	0.16
Capitol Hosting	Mike Tyrrell	Public Safety	High	Closed		TTR Missed: No	1.35
INC000000473993	Marge Dalton	Telecom	Hardware	Telephone		TIR Missed: No	0.00
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474067	Debbie Haskin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474069	Staci Parry	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474112	Belva Bushman	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474168	Alan Workman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474211	Nohemi Torres	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474334	Vickie Johnson	Application	Error	Novell GroupWise		TIR Missed: No	0.80
Application Services	Paul Lundell	Public Safety	Low	Closed		TTR Missed: No	2.37

Public Safety

INC000000474399	Jered Taylor	Application	Reporting	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	3.19
INC000000474466	Kalee Taylor	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474467	Joe Brown	Network	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474470	Georgia Difrancesco	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474472	Georgia Difrancesco	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474511	David Rumfield	Server	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	1.27
INC000000474648	Sheri Pectol	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474658	David Wurtz	Application	Password	FATPOT			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.38
INC000000474697	Michelle Hunt	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Public Safety	Low	Closed		TTR Missed: No	0.46
INC000000474844	Rhonda Hartman	Network	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474853	Saad Malik	None	None	None			TIR Missed: No	0.92
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed: No	2.04
INC000000474860	Lonna Tait	EIS Hardware	None	None			TIR Missed: No	0.96
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed		TTR Missed: Yes	12.58
INC000000474872	Debbie Clark	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474894	Michelle Hunt	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	3.17
INC000000474970	Kalee Taylor	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000474975	Nannette Rolfe	Application	Reporting	Novell GroupWise			TIR Missed: No	0.10
	Application Services	Paul Lundell	Public Safety	Medium	Closed		TTR Missed: No	2.08
INC000000474994	Jeffery Breinholt	Application	None	Utah Drivers License System			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000475111	Todd Royce	None	None	None		TIR Missed: No		0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475199	Jackie Barber	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475219	Lillian Parr	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475221	Tom Worner	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475256	Treesa Jerman	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475269	Leroy Crawford	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475331	Jennifer Campbell	Application	None	None		TIR Missed: No		0.28
	Voice Operations	Julie Sabato	Public Safety	Low	Resolved	TTR Missed: No		0.86
INC000000475334	Sharon Juretich	None	None	Utah Drivers License System		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475335	Sharon Juretich	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475337	Shane Mitchell	None	None	Utah Drivers License System		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475340	Shannon G Johnson	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475341	Shannon G Johnson	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475346	Rhonda Hartman	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475371	Todd Royce	None	None	None		TIR Missed: No		0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475409	Ted Tingey	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475410	Linda Petty	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000475413	Jackie Barber	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00

Public Safety

INC000000475414	Sascha Lopez	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475483	Barry Carnahan	None	None	None		TIR Missed: No	0.00
Salt Lake Data Center Operations	Gerard Russell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475492	Charles Collett	None	None	None		TIR Missed: No	0.00
Salt Lake Data Center Operations	Gerard Russell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475513	Tiffany Van Dam	EIS Hardware	None	None		TIR Missed: No	0.00
Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: Yes	28.92
INC000000475522	Lynne Criddle	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475525	Josh Groeneveld	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.52
INC000000475552	Della Estrada	None	None	None		TIR Missed: No	0.47
Rural North Desktop Support	Ryan Casey	Public Safety	Low	Closed	TTR Missed: No	0.47
INC000000475572	Judy Ainsworth	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.71
INC000000475593	Blaine Robbins	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.74
INC000000475605	Ashley Creighton	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.33
INC000000475623	Rosalie Kirk	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475628	Chris Smith	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475630	Tiffany Van Dam	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475635	Marilyn Watson	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475679	Lynda Bishop	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000475693	Todd Royce	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.91
INC000000475711	Todd Royce	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: Yes	6.06

Public Safety

INC000000475714	Seth Dalton	Application	Reporting	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.34
INC000000475720	Jason Robb	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000475728	Sheri Pectol	Application	Reporting	FATPOT			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	2.88
INC000000475733	Nolan Mitchell	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000475806	Shirley Jones	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000475882	Jane Perlow	Application	Password	Utah Drivers License System			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000475952	Tiffany Van Dam	PC/Laptop	Virus	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000475954	Todd Royce	None	None	None			TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000475974	Todd Royce	None	None	None			TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000476015	Misty Witkamp	None	None	None			TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Public Safety	High	Closed		TTR Missed: No	1.19
INC000000476015	Misty Witkamp	None	None	None			TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Public Safety	High	Closed		TTR Missed: No	1.19
INC000000476065	Mindy Hess	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000476066	Frank Parker	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000476086	Pam Jorgenson	PC/Laptop	Hardware	Utah Drivers License System			TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000476128	Todd Royce	Application	Error	FATPOT			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	5.76
INC000000476137	Peggy Jacobsen	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000476142	Michelle Hunt	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000476148	Colby Garrick	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.98
INC000000476187	Wendy Reese	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476201	Nicole Shepherd	Telecom	Dial Tone	Telephone		TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000476247	George hansen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000476283	Wendy Reese	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476287	Sandra Pratt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476312	Wendy Reese	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476320	Connie Gorrell	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.82
INC000000476351	Alan Nygard	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476407	Nora Ostler	Telecom	Dial Tone	Telephone		TIR Missed: No	0.23
	Voice Operations	Gail Christiansen	Public Safety	High	Closed	TTR Missed: No	0.23
INC000000476491	Leona Cover	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476528	Robert Craven	Telecom	None	Telephone		TIR Missed: No	0.67
	Voice/Data/WAN Services	Greg Blessing	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000476531	Jake Unguren	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Greg Blessing	Public Safety	Low	Closed	TTR Missed: No	0.20
INC000000476587	Phillip Arnold	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000476613	Tiffany Van Dam	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000476618	Nora Ostler	Telecom	Hardware	Telephone		TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.34
INC000000476659	Cindy Kobs	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000476719	Sascha Lopez	Application	Password	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000476741	Nannette Rolfe	None	None	Utah Drivers License System		TIR Missed:	No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000476820	Denise Spillman	Application	Error	None		TIR Missed:	No	0.20
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed:	No	4.49
INC000000476857	Cade Brenchley	Application	Password	Utah Criminal Justice Informatio		TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed:	No	0.51
INC000000476960	Anita Tanner	Network	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000476970	Marianne Bauman	Network	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000476986	Tiffany Van Dam	Application	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000477057	Ken Farris	Application	Error	FATPOT		TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed:	No	0.18
INC000000477079	Treesa Jerman	Application	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000477104	Debra Holmquist	Application	Password	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000477105	Matt Garvey	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed:	No	0.49
INC000000477165	Lance Degraw	Application	Reporting	FATPOT		TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed:	No	1.28
INC000000477195	Jess Anderson	Application	Password	FATPOT		TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed:	No	0.71
INC000000477201	Sally Lundgreen	Application	Error	Novell GroupWise		TIR Missed:	Yes	1.47
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	Yes	7.86
INC000000477219	Kim Hammer	PC/Laptop	Hardware	None		TIR Missed:	No	0.11
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed:	No	0.63
INC000000477240	Anita Tanner	None	None	Microsoft Windows XP Professic		TIR Missed:	No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed:	No	0.00
INC000000477382	Stacy Debban	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed:	No	0.00

Public Safety

INC000000477428	Thomas Simpson	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.31
INC000000477434	Clay Morgan	Application	Error	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.25
INC000000477521	Pat Bersie	PC/Laptop	Performance	None	TIR Missed: No	0.10
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.70
INC000000477605	Troy Giles	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.06
INC000000477660	Lisa Steed	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.51
INC000000477664	Kim Farnsworth	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.51
INC000000477676	Carlynn Canny	Mainframe	None	None	TIR Missed: No	0.39
	Mainframe Systems Support	Greg Shoop	Public Safety	Low	Closed	TTR Missed: No	1.19
INC000000477680	Carlynn Canny	Mainframe	None	None	TIR Missed: No	0.27
	Mainframe Systems Support	Greg Shoop	Public Safety	Low	Closed	TTR Missed: No	0.79
INC000000477844	Todd Holbrook	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477845	Robin Martinez	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477846	Michael Ventura	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477853	Sloane Petersen	None	None	None	TIR Missed: No	0.64
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	0.64
INC000000477859	Frank Parker	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477877	Carol Bagshaw	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477879	Miya Finney	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477902	John Holt	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477920	Bruce Call	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000477928	Jan Frisbee	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477939	Bruce Call	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477952	Angela D Peterson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477961	Roger Jensen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000477977	Michelle McLaughlin	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.86
INC000000477979	Jack Jessop	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.84
INC000000477988	Randy Riches	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.78
INC000000478006	Dave Tafoya	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478054	Sascha Lopez	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478087	Sandra Pratt	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478102	Britani Flores	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478135	Laura Ellis	None	None	Novell Messenger	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478136	Laura Ellis	None	None	Novell Messenger	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478140	Lillian Parr	None	None	Kofax ImageControls	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478144	Marilyn Watson	None	None	Kofax ImageControls	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478148	Marilyn Watson	None	None	Kofax ImageControls	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000478179	Cody McCoy	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.55

Public Safety

INC000000478181	Beatriz Malautea	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478193	Denise Spillman	Application	Error	None		TIR Missed: No	0.20
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: No	0.58
INC000000478214	Lauralee Blue	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478227	Debby Stevens	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478243	Predo Smilyanich	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478252	Leroy Crawford	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478255	Marge Dalton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478257	Karlene Butler	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478272	Ellis Alexander	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.91
INC000000478342	Jared Jensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.74
INC000000478373	Douglas Christensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.39
INC000000478440	Michael Nanney	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478442	Justin Cloward	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	2.17
INC000000478452	Peggy Jacobsen	None	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478479	Norma Fox	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478591	Sheri Pectol	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478592	Predo Smilyanich	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000478596	Kim Hammer	PC/Laptop	Performance	None		TIR Missed: No	0.11
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: No	1.11
INC000000478600	Anita Tanner	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478603	Lillian Parr	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478605	Lillian Parr	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478620	Jeff Nigbur	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.06
INC000000478643	Shaunna McCleve	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478648	Nannette Rolfe	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000478732	Nathan Powell	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	3.66
INC000000478849	Gene Busby	Application	Reporting	Novell Messenger		TIR Missed: No	0.05
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: No	0.18
INC000000478988	Catherine Huhtala	Network	Virus	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479000	Nolan Mitchell	Network	Virus	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479031	Rey Thompson	PC/Laptop	Performance	None		TIR Missed: No	0.15
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: Yes	6.02
INC000000479157	Nathan Powell	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	4.33
INC000000479302	Christine Green	Network	Virus	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479414	Elisa Farmer	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479415	Katharine Ramirez	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479417	Joe Clasby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000479418	Stan Robins	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479467	Matt Spillman	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479469	Saad Malik	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479472	Richard Gee	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479493	Ann Hiseman	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479496	Leona Cover	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479506	Denise Spillman	Application	Error	None		TIR Missed: No	0.07
Capitol Desktop Support	Tom Hanson	Public Safety		Low	Resolved	TTR Missed: No	5.56
INC000000479513	Chris Barber	None	None	Symantec AntiVirus		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479516	Letisha Garrick	None	None	Symantec AntiVirus		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479518	Michael Cook	None	None	Symantec AntiVirus		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479521	Adam Mcdonald	None	None	Symantec AntiVirus		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479530	Jill Laws	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479531	Sarah Dunn	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479533	Dwayne Baird	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479535	Adam Mcdonald	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479536	Kim Passey	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000479553	Nolan Mitchell	Network	Virus	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000479560	Lauralee Blue	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479563	Brent Pollock	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479565	Sandra Pratt	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479585	Marilyn Watson	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479621	Michelle Hunt	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479666	Tiffany Van Dam	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479670	Nancy Hess	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479691	Bruce Call	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479719	Brent Pollock	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.09
INC000000479723	Michael Pope	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.07
INC000000479753	Justin Dial	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.09
INC000000479828	Ryan Longman	PC/Laptop	Virus	None		TIR Missed: No	0.36
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed		TTR Missed: No	2.80
INC000000479904	Della Riquelme	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479908	Ron Hindmarsh	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479909	Tiphanie Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479910	Sheri Pectol	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000479913	Michelle Hunt	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

Incident	Name	Category	Type	Product		TIR/TTR Missed		Value
INC000000479915	Treesa Jerman	Network	Incident	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000479959	Britani Flores	PC/Laptop	Virus	None		TIR Missed: No		0.28
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: Yes		14.27
INC000000479973	Anna Boynton	PC/Laptop	Error	None		TIR Missed: No		0.21
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.21
INC000000480007	Todd Royce	None	None	None		TIR Missed: No		0.00
	Network Operations	Brian Chatwin	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480016	Kimberly Giles	None	None	None		TIR Missed: No		0.17
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No		0.65
INC000000480122	Jed Jorgenson	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		2.93
INC000000480246	Matt Spillman	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480248	Bob Anderson	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480250	Shelley Sweet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480277	Janet Herron	None	None	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480284	Dave Moreno	Application	Error	Utah Highway Patrol Mobile App		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480309	Eric A Larson	None	None	None		TIR Missed: No		0.00
	Capitol Hosting	Curtis Parker	Public Safety	Low	Resolved	TTR Missed: Yes		17.42
INC000000480310	Eric A Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000480317	Sharee Setzer	Mobile Devices	Error	None		TIR Missed: No		0.00
	Wireless Services	Michael Bright	Public Safety	Medium	Closed	TTR Missed: No		0.00
INC000000480357	Caitlin Miller	Network	Password	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000480364	Vickie Johnson	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000480416	Letisha Garrick	None	None	None		TIR Missed: No		0.68
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No		0.68

Public Safety

INC000000480429	Cindee Mikesell	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480450	Ted Tingey	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480483	Margaret Kettle	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480523	Jill Laws	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480526	Geina Foldesi	Telecom	None	Telephone		TIR Missed: No	0.50
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.76
INC000000480530	Marianne Bauman	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480539	Michelle Hunt	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480606	Elizabeth Stanley	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480614	Erin Nixon	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480632	Marc Difrancesco	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.20
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.53
INC000000480651	Geina Foldesi	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480744	Barbara Hillas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480758	Rudy Taylor	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.77
INC000000480767	Barbara Hillas	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480777	Kent Goodrich	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.62
INC000000480783	Melanie Monroe	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000480796	Denise Spillman	Network	Error	None		TIR Missed: No	0.65
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.34

Public Safety

INC000000480817	Phyllis Beatie	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000480872	Cindee Mikesell	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000480893	Chris Smith	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000480919	James Ray	PC/Laptop	None	None			TIR Missed: No	0.57
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved		TTR Missed: No	1.78
INC000000480923	Barbara Hillas	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000480975	Kathy S Wilcox	Network	Password	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481005	Jane Jaramillo	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481006	Teresa Paredes-Pozas	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481056	Bob Gutierrez	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.50
INC000000481068	Colby Garrick	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.36
INC000000481078	Oliver Moore	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481099	Margaret Kettle	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481141	Margaret Kettle	Application	Password	Utah Drivers License System			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481214	Scott Wilson	Application	Error	FATPOT			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.62
INC000000481242	Nannette Rolfe	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481245	John Holt	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000481248	Julie Pearson	Application	Password	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00

Public Safety

INC000000481270	Michael Cook	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481271	Ken Barton	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481281	Ken Barton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481284	Margaret Kettle	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481299	Lauren Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481302	Mason Hall	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481305	Eric Ellsworth	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481309	David Mckay	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481346	Bill Parkin	None	None	None		TIR Missed: Yes	3.21
	Capitol Hosting	Curtis Parker	Public Safety	High	Resolved	TTR Missed: Yes	11.51
INC000000481364	Nicole Vawdrey-Gunn	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481376	Ken Barton	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481393	Aiveni Taufa	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	3.47
INC000000481397	Pam Jorgenson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481439	Della Estrada	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481451	Debbie Haskin	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481457	Geina Foldesi	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481519	Judy Watanabe	PC/Laptop	Error	None		TIR Missed: No	0.04
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	3.14

| **Public Safety** | | | | | | | | |

INC000000481764	Sam Anderson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481796	Justin Cloward	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.88
INC000000481870	Tiphanie Clark	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481944	Tyler Roberts	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000481975	Denise Spillman	None	None	None		TIR Missed: No	0.17
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: Yes	6.46
INC000000481980	Denise Spillman	None	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.80
INC000000482017	Troy Mills	Network	Virus	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482093	Joseph Holland	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482123	Paul Curry	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482142	Tyler Roberts	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482165	Alicia Gleave	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482167	John Holt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482173	Chris Barber	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482174	Kathy S Wilcox	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482257	Kathy S Wilcox	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482264	Carol Bagshaw	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000482275	Debbie Clark	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000482278	Chris Barber	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482282	Patty Trujillo	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482289	John Holt	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482329	Joe Dougherty	Application	Reporting	Proofpoint Email Security		TIR Missed: No	0.98
Application Services	Bart Purser	Public Safety	Low	Resolved		TTR Missed: No	5.72
INC000000482337	Boyd Cook	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482365	Wendy Reese	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482375	Jeff Willmore	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482415	Erin Nixon	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482463	Laurie Hytry	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482465	Nick Bowles	PC/Laptop	Password	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved		TTR Missed: No	4.20
INC000000482478	Justin Cloward	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved		TTR Missed: No	4.09
INC000000482535	Marjean Hansen	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482586	Scott McDaniel	EIS Hardware	None	None		TIR Missed: No	0.30
Strategic Communications	Dennis Rogers	Public Safety	Low	Resolved		TTR Missed: No	5.01
INC000000482634	Denise Farnworth	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	1.91
INC000000482711	Bonnie Holden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482881	John Fairbanks	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000482966	Julie Pearson	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00

Public Safety

INC000000482982	Sheila Curtis	PC/Laptop	Virus	None		TIR Missed:	No	0.03
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed:	No	5.79
INC000000483058	David Rumfield	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed:	No	3.91
INC000000483092	Jason Chapman	None	None	Kofax ImageControls		TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483124	Randy Riches	PC/Laptop	Password	Utah Highway Patrol Mobile App		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed:	No	3.24
INC000000483135	Juliann Kobs	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483203	Andrea Larsen	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483230	Chris Barber	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483232	David Rumfield	PC/Laptop	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed:	No	3.04
INC000000483241	Barbara Hillas	Application	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483277	Marjean Hansen	Network	Password	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483327	Georgia Difrancesco	Application	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483359	Peggy Bowden	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483369	Jennifer McNair	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483380	Susan Fullmer	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483478	Dennis Walker	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483488	Kevin Nielson	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483602	Boyd Cook	Application	Error	None		TIR Missed:	No	0.26
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.35

Public Safety

INC000000483645	Pam Jorgenson	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483654	Jill Sorensen	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483655	Tim Leak	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483699	Jaye Christensen	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483738	Michelle Bennett	None	None	Utah Drivers License System	TIR Missed:	No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed:	Yes	12.54
INC000000483793	Georgia Difrancesco	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483827	Nolan Mitchell	EIS Hardware	None	None	TIR Missed:	No	0.69
Strategic Communications	Dennis Rogers	Public Safety	Low	Resolved	TTR Missed:	No	3.07
INC000000483840	Leona Cover	None	None	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483905	Jason Ricks	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ryan Casey	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483929	Ken Miles	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000483982	Misty Witkamp	None	None	None	TIR Missed:	No	0.25
Metro C Hosting	Scott Gabbert	Public Safety	High	Resolved	TTR Missed:	No	1.48
INC000000484024	Chad Hatch	Network	Password	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000484036	Barbara Hillas	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000484038	Brenda Barry	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000484041	Jane Perlow	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000484057	Jeffery Breinholt	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed:	No	0.00
INC000000484066	Silver Brown	Application	Reporting	Symantec AntiVirus	TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed:	No	0.54

Public Safety

INC000000484089	Cindy Kobs	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484123	Alexa Adams	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484201	Leroy Crawford	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	
INC000000484277	Debbie Johnson	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484280	Michael Kuehn	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484347	Magie Bode	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484348	Shanna Kelsch	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484350	Nolan Mitchell	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484351	Amanada Yelli	Application	Password	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484542	Gordon Mortensen	PC/Laptop	None	Utah Highway Patrol Mobile App			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved		TTR Missed: No	3.29
INC000000484573	Jeanette Lopez	None	None	None			TIR Missed: No	0.24
	Capitol Hosting	Conn Peterson	Public Safety	High	Resolved		TTR Missed: No	2.02
INC000000484613	Stephanie Stoddard	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484661	Jason Chapman	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484679	Jacob Dunn	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484691	Nichole Snyder	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484742	Marc Atkinson	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000484748	Kim Unsworth	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00

Public Safety

INC000000484749	Michelle Hunt	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000484753	Russ Hanbley	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.75
INC000000484763	Spencer Duke	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.36
INC000000484791	Jason Chapman	None	None	Gmail	TIR Missed: No	0.09
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000484816	David Mckay	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.80
INC000000484832	Seth Spencer	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.67
INC000000484835	Kathy Hessheimer	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000484836	Chris Fielding	None	None	Gmail	TIR Missed: No	0.14
Metro C Help Desk	Chris Olson	Public Safety	Low	Resolved	TTR Missed: No	0.14
INC000000484859	Becky McDaniel	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000484878	Melissa Olsen	None	None	Symantec AntiVirus	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	2.36
INC000000484885	Kristine Kirkland	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000484891	Jason Chapman	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000484924	Marge Dalton	Telecom	Hardware	Telephone	TIR Missed: Yes	1.95
Voice/Data/WAN Services	Spencer Blodgett	Public Safety	Low	Resolved	TTR Missed: No	1.95
INC000000484929	Marge Dalton	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
Voice Operations	Gail Christiansen	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000484953	Tiffany Van Dam	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000484955	Stephen Bevan	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000485004	Jayson McCleve	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	5.48

Public Safety

INC000000485024	Chris Fielding	None	None	Gmail		TIR Missed: No	0.14
Application Services	Dustin Crump	Public Safety		Low	Resolved	TTR Missed: No	0.22
INC000000485056	Marge Dalton	Telecom	Hardware	Telephone		TIR Missed: No	0.13
Voice Operations	Romanza Hamblin Sorensen	Public Safety		Low	Resolved	TTR Missed: No	0.13
INC000000485105	Marilyn Watson	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485112	Wendell Nope	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485170	Al Acosta	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485200	Magie Bode	None	None	Microsoft Windows 7		TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485213	Marge Dalton	None	None	Microsoft Windows 7		TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485218	Leroy Crawford	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485244	Angela D Peterson	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485251	Jill Laws	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485282	Della Estrada	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485321	Scott Wilson	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	1.23
INC000000485367	Jeff Rowell	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.54
INC000000485443	Sean Obrien	None	None	None		TIR Missed: No	0.72
Capitol Hosting	Conn Peterson	Public Safety		High	Resolved	TTR Missed: No	0.72
INC000000485508	Shanna Michelsen	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485544	Melissa Olsen	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000485557	Kathy Hessheimer	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00

Public Safety

Incident	Name	Category	Sub	Item		Status	TIR/TTR Missed	Time
INC000000485564	Ashley Nicholas	EIS Hardware	None	None			TIR Missed: No	0.58
	Strategic Communications	Luis Larios	Public Safety	Low	Resolved		TTR Missed: No	3.33
INC000000485626	Cheryl C Harrison	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485639	Teri Pectol	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485648	Rhonda Treptow	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485673	Rose Tangaro	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485695	Debby Stevens	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485880	Valerie Webster	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485886	Brad Bartholomew	Mobile Devices	Error	None			TIR Missed: No	0.82
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	1.80
INC000000485912	Melinda Stephens	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000485916	Maurine Penrod	Application	Reporting	FATPOT			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	1.21
INC000000485935	Leona Cover	None	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved		TTR Missed: No	0.01
INC000000485941	Della Estrada	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486091	Jacob Dunn	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486265	Cory Thomas	Application	Reporting	Utah Highway Patrol Mobile App			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	2.06
INC000000486430	Liz Hawkins	EIS Hardware	None	None			TIR Missed: No	0.21
	Strategic Communications	Luis Larios	Public Safety	Low	Resolved		TTR Missed: No	3.58
INC000000486456	Robert Mitchell	PC/Laptop	Password	Utah Highway Patrol Mobile App			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved		TTR Missed: No	1.33
INC000000486523	Ellen Obray	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00

Public Safety

INC000000486532	Judy Ainsworth	Application	Password	Utah Master Directory		TIR Missed: No	0.07
Help Desk	James Stearns	Public Safety	Low	Resolved		TTR Missed: No	0.07
INC000000486582	Leroy Crawford	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486624	Dave Bennion	Mobile Devices	Error	Droid		TIR Missed: No	0.04
Help Desk	Sarah Johnson	Public Safety	Low	Resolved		TTR Missed: No	0.28
INC000000486636	Robyn Lalumia	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486669	Matthew Beaudry	Application	Password	iPhone		TIR Missed: No	0.51
Application Services	Dustin Crump	Public Safety	Low	Resolved		TTR Missed: No	0.58
INC000000486759	Dave Bennion	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486818	Tiffany Gill	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	3.01
INC000000486836	Kurt Tracy	Network	Error	None		TIR Missed: No	0.55
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved		TTR Missed: No	5.54
INC000000486876	Debbie Clark	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486953	Leroy Crawford	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486971	Todd Kreitzer	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000486981	Cindee Mikesell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000487028	Kathy Quarnberg	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000487074	Scott McDaniel	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000487183	Scott Attridge	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	1.17
INC000000487195	Pam Jorgenson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000487198	Kathy Hessheimer	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00

Public Safety

INC000000487199	Troy Marshall	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487201	Wendy Reese	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487204	Mike Wells	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487206	Patty Trujillo	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487207	Anna Boynton	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487330	Shawn Bauman	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487336	Della Riquelme	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487344	Janell Laursen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487367	Kathy Whicker	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487372	Ralph Earl	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487447	Lonna Tait	None	None	None		TIR Missed: No	0.25
	Rural South Desktop Support	Doug Thornton	Public Safety	Low	Resolved	TTR Missed: No	0.25
INC000000487475	Marjean Hansen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487481	Lesa Wilson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Public Safety	Low	Resolved	TTR Missed: No	0.02
INC000000487563	Marc Atkinson	Mobile Devices	None	Ipads		TIR Missed: Yes	1.08
	Application Services	Dustin Crump	Public Safety	Low	Resolved	TTR Missed: No	1.13
INC000000487640	Christine Larsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487731	Jackie Barber	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000487791	Ralph Earl	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000487828	Kris Repp	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No		1.11
INC000000487847	Judy Hammouri	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000487850	Ronda Nottoli	None	None	Adobe Acrobat		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000487975	Michelle Hunt	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488038	Allene Jacobi-Harris	Network	None	None		TIR Missed: No		1.00
	Capitol Hosting	Curtis Parker	Public Safety	Low	Resolved	TTR Missed: No		4.57
INC000000488047	Magie Bode	None	None	Microsoft Windows 7		TIR Missed: No		0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488050	Shanna Kelsch	None	None	Microsoft Windows 7		TIR Missed: No		0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488055	Michelle Bennett	None	None	Microsoft Windows XP Professic		TIR Missed: No		0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488135	Allene Harris	None	None	None		TIR Missed: No		0.00
	Application Services	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488155	Rick Geertsen	Network	Password	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488160	Peggy Young	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488174	Christine Larsen	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488203	Nancy Sanchez	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488237	Susan Brown	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488254	David Wurtz	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.81
INC000000488271	Kimberly Keen	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000488278	Barbara Barton	EIS Hardware	None	None		TIR Missed: No		0.69
	Strategic Communications	Dennis Rogers	Public Safety	Low	Resolved	TTR Missed: No		2.17

Public Safety

INC000000488301	Rick Mayo	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.89
INC000000488326	Nancy Sanchez	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488347	Lani Snodgrass	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488364	Bonnie Holden	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488365	Aiveni Taufa	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.19
INC000000488387	Allison Unsworth	None	None	None	TIR Missed: No	0.04
Help Desk	James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.04
INC000000488437	Kyleen Hoover	Application	None	None	TIR Missed: No	0.03
Metro C Hosting	Scott Gabbert	Public Safety	Low	Resolved	TTR Missed: No	0.13
INC000000488449	Teri Pectol	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488497	Boyd Woolsey	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488591	Jeff Nigbur	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000488601	Nicole Vawdrey-Gunn	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488604	Joseph Rodriguez	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488605	Jason Robb	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488607	Kim Passey	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000488624	Steve Marble	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.20
INC000000488633	Brian Shultz	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000488698	Stacy Robb	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000488722	Misty Witkamp	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Mike Tyrrell	Public Safety	High	Resolved	TTR Missed: No	0.61